



# FACULTY OF EDUCATION

REVISED JUNE 2, 2017

*This document is intended to provide guidance to constituents of the Faculty of Education in the approach to escalating issues related to UBC IT Services or to Educational Technology Support (ETS).*

## WHEN SHOULD AN ESCALATION BE INITIATED?

- If after working through standard support processes you are not satisfied with the level or timeliness of service you have received.
- When there is a tangible adverse impact to your programmatic or operational activities (day-to-day or other).

## ESCALATION MANAGEMENT – SUMMARY

- All escalation requests will be acknowledged and qualified.
- Escalations will have a designated owner throughout the escalated condition.
- Escalation will be driven proactively at each level by the Escalation Owner as per their judgment.
- Progression/status of a resolution plan will be communicated to the client.

## ESCALATION – PROCESS

### Level 0 - First point of contact for IT support and ETS

SERVICES	SUPPORTED BY	CONTACT
Desktop support, FASmail, servers, storage, applications	<b>UBC IT</b>	827.HELP or <a href="#">SOS form</a>
Technology-enhanced teaching & learning	<b>ETS (FoE)</b>	822.6333 or <a href="mailto:ets.educ@ubc.ca">ets.educ@ubc.ca</a>
New website requests, non-WordPress web support, database development	<b>UBC IT</b>	<a href="#">UBC IT Web Services Form</a>
WordPress web support	UBC CMS Support	<a href="#">CMS Support Form</a>
AV Services	UBC IT AV	604.822.7956 or <a href="mailto:av.helpdesk@ubc.ca">av.helpdesk@ubc.ca</a>

**If you feel you have not received satisfactory assistance at the first point of contact (Level 0) for the above services, please follow the escalation approaches that are outlined on page 2 of this document. There are separate sections for IT support (UBC IT) and ETS (Faculty of Education)**

## **Escalation approach for IT support (UBC IT)**

### **Level 1**

Advise the UBC IT Client Services Manager (CSM) of the issue, with as much detail as possible.

**If the problem can be easily resolved**, the CSM will take direct responsibility for resolving the issue:

Baljit “Balli” Chahal  
Senior Client Services Manager, UBC IT  
E: [baljit.chahal@ubc.ca](mailto:baljit.chahal@ubc.ca) | T: 604.822.3790

**If the situation is more complex/has possibility of a severe impact**, the CSM will escalate to Level 2.

### **Level 2**

The Faculty Senior Manager, Learning Design will assume ownership of the issue and become the management point of contact during the escalated condition. (See details of Escalation Owner responsibilities on page 3).

## **Escalation approach to Educational Technology Support (ETS) – Faculty of Education**

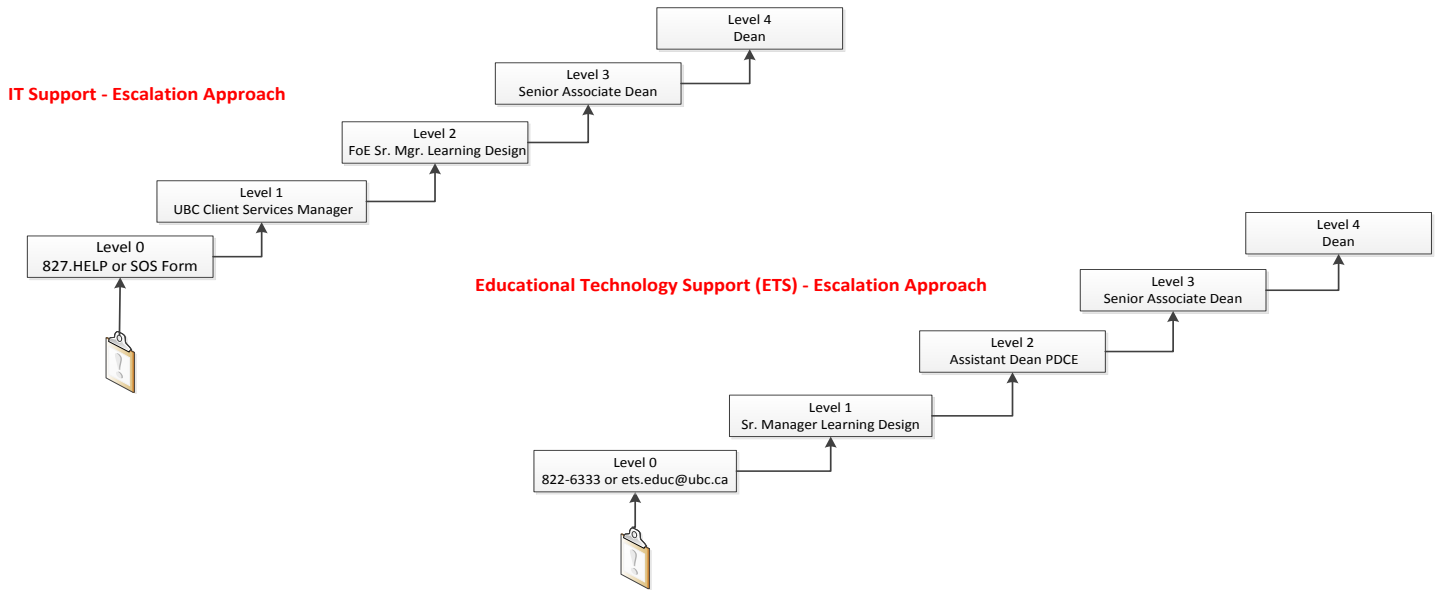
### **Level 1**

Should your issue not be resolved to your satisfaction, contact:

Dr. Natasha Boskic  
Senior Manager, Learning Design  
Educational Technology Support (ETS)  
E: [natasha.boskic@ubc.ca](mailto:natasha.boskic@ubc.ca) | T: 604.822.1831

## **CRITERIA FOR CONSIDERING AN ESCALATION CLOSED (UBC IT AND ETS)**

- Agreement that the issue is resolved.
- A satisfactory monitoring period has elapsed without any problem recurrence.
- A mutually accountable decision has been reached that the issue cannot or will not be resolved and that this has been communicated to all parties.



## ESCALATION MANAGEMENT ROLES & RESPONSIBILITIES FOR IT SUPPORT (UBC IT)

### (Level 0) First Contact: UBC IT Service Center 827.HELP or SOS form

- Primary interface for escalations from faculty and staff.
- Capture escalation information.
- Acknowledge escalation to client.
- Contact Escalation Owner Level 1.

### (Level 1) Escalation Owner: Baljit “Balli” Chahal, Client Services Manager, UBC IT

- Accept ownership of the escalation.
- Coordinate and drive progression to resolution if possible.
- Proactively activate Level 2 if/when required.

### (Level 2-4) Escalation Owner: Natasha Boskic, Senior Manager, Learning Design, Faculty of Education

- Accept ownership of the escalation from Level 1.
- Act as Faculty management point of contact during escalated condition.
- Engage Senior Associate Dean (Level 3) and Dean (Level 4) if resolution is not possible at the Faculty management level.